

## **CITY CLERK ASSISTANT I**

### **DISTINGUISHING FEATURES**

The fundamental reason the City Clerk Assistant I exists is to provide a wide variety of entry level clerical and records management services in the City Clerk's Office. This classification is not a supervisor. Work is performed under immediate supervision by the Deputy City Clerk. The City Clerk Assistant I is distinguished from the City Clerk Assistant II by the latter having the responsibility for the more complex support functions of the office.

### **ESSENTIAL FUNCTIONS**

Provides customer service at the reception counter for the City Clerk's Office.

Responds to general questions related to the City Clerk's office, and refers customer to appropriate staff liaison if the question concerns another department and requires more in-depth explanations.

Supports other staff members by assisting with other duties, such as clerical and records research.

Explores continual improvements in procedures and equipment for the office.

Explains technical information, such as the City ordinances and the Open Public Meeting Law.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge, Skills, and Abilities**

##### Knowledge of:

Open Public Meeting Law and how it pertains to legal notices and records;  
a variety of computer software, and other office equipment essential to performing daily activities.

##### Ability to:

Communicate effectively orally and in writing;  
operate a variety of standard office equipment, including a personal computer, that require continuous and repetitive eye and arm or hand movements;  
comprehend and make inferences from written material and or verbal and written instructions;  
creates and maintains positive working relationships with the public, City Council, City Manager, City staff and co-workers;  
effectively and courteously communicates with customers, often in stressful situations;  
sits 60%, walks 20% and stands 20% of work day;  
lift, move and bend to get and use files and records weighing up to 40 pounds;  
maintain regular and consistent attendance and punctuality.

#### **Education & Experience**

Any combination of education and experience equivalent to six months' experience in customer service, including public contact in person, on the phone, and in writing.

FLSA Status: Non-exempt

HR Ordinance Status: Classified